

# The next step – how to use PLICS to benefit your trust

## Webinar summary

This webinar provides some practical guidance to help NHS costing teams improve the quality of PLICS data, as well as providing tips from three experienced costing leads from very different trusts on how to best to use PLICS data in partnership with clinical services.

The three webinar presenters are:

- **Helen Franklin**, Head of Costing, Buckinghamshire Healthcare NHS Trust
- **Jason Dean**, Service Improvement & Costing Accountant, Alder Hey Children's NHS Foundation Trust
- **Scott Hodgson**, Head of Costing, Nottingham University Hospitals NHS Trust

### Improving data quality

Helen starts the webinar by explaining their approach to improving data quality. They have a data quality dashboard that shows the percentage of data from feeder systems that is matched to patient episodes. Helen stresses however that it is equally important to embed a regular review of PLICS data by the costing team. They will then be able to spot changes in activity, budgets or the addition of new cost centres that if not addressed will impact on the quality of PLICS outputs.

Scott explains that in his trust, data is not only matched to patient episodes, but the quality of that matching is measured by a STAR process to ensure that it is:

- S - signed off and validated
- T - timely and complete.
- A - audited for accuracy
- R – robust data capture systems are in place.

### Recognising the wealth of knowledge costing teams hold about trust data

Jason emphasises the volume of knowledge that costing teams hold about the trust's data – they understand who does what in the trust, what data is held where, the relationships between different data sets, and of course they know how to manipulate and use data. A PLICS system holds finance, activity, productivity, and outcomes data – and costing staff need to let people know they have all of that and can use it with services.

## Systematic use of PLICS in improvement programmes

Within both Jason and Scott's trusts there are systematic service review processes in place, using data to evidence opportunities for improvement and they describe the benefits that have been achieved.

It is notable that Scott and Jason both describe the key to beginning these improvement programmes was an initial engagement with a clinician who is interested in the data held in PLICS and was able to "show and tell" the benefits gained for their clinical service.

Jason's key advice to costing practitioners is to find out what the people in the clinical services you are trying to reach want from you, and he says to do this you need to

*"talk to people, talk to people, talk to people – take any chance you can!"*

## Practical advice in Q&A session

Viewers of the webinar took the opportunity to ask Helen, Scott and Jason a number of questions about how they had progressed the quality and use of PLICS data in their trusts, and the three presenters provide a considerable amount of practical advice on SQL training, benchmarking, improving theatre cost feeds and identifying service improvement opportunities.

To view the webinar, click [here](#), ensuring you are logged into your account on the HFMA website.

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